



STATE OF TENNESSEE  
**RFP # 317.03-163-08**  
**AMENDMENT # 5**

**October 22, 2007**

**THE SUBJECT RFP IS HEREBY AMENDED AS FOLLOWS.**

**A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.**

EVENT	TIME	DATE	UPDATED / CONFIRMED
1. State Issues RFP		August 20, 2007	CONFIRMED
2. Disability Accommodation Request Deadline		August 27, 2007	CONFIRMED
3. Pre-proposal Conference	1:00 p.m.	August 29, 2007	CONFIRMED
4. Notice of Intent to Propose Deadline		August 31, 2007	CONFIRMED
5. Written Comments Deadline		September 17, 2007	CONFIRMED
6. State Responds to Written Comments		October 1, 2007	CONFIRMED
7. Written Comments Second Round Deadline		October 8, 2007	CONFIRMED
8. State Responds to Written Comments Second Round		October 22, 2007	CONFIRMED
9. Proposal Deadline	2:00 p.m.	November 28, 2007	UPDATED
10. State Completes the Technical Proposal Scoring and Issues Notices		January 4, 2008	CONFIRMED
11. Oral presentations/software demonstrations		January 14 – 25, 2008	CONFIRMED
12. State Completes Technical Proposal Evaluations		January 28, 2008	CONFIRMED
13. State Opens Cost Proposals & Calculates Scores	9:00 a.m.	January 29, 2008	CONFIRMED
14. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m.	January 31, 2008	CONFIRMED
15. State Submits Apparent Best-Evaluated Proposal for Federal Review		January 31, 2008	CONFIRMED
16. State Receives Federal Review Comments		March 3, 2008	CONFIRMED
17. Contract Signing		March 7, 2008	CONFIRMED
18. Contract Signature Deadline		March 14, 2008	CONFIRMED
19. Contract Start Date		April 1, 2008	CONFIRMED

**B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.**

QUESTION/COMMENT	STATE RESPONSE
<p><b>Note: in the questions that follow, any vendor's restatement of the text of the Request for Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.</b></p>	
<p>1. We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.</p> <p>We request an exception for:  Product Category: Requirements Traceability  Product Name: Rational RequisitePro  Version: 7.0.1  Release Date: June 2007</p>	<p>Denied.</p> <p>The State's standard requirements traceability tool for this functionality is Compuware QA Center Enterprise Edition.</p>
<p>2. We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.</p> <p>We request an exception for:  Product Category: On-line Help Authoring Tool  Product Name: RoboHelp  Version: 6  Release Date: Unknown</p>	<p>Approved</p> <p>Please note that State approval of any exception request is a "one-time" approval for the SACWIS procurement only. No changes will be made to the Tennessee Information Resources Architecture.</p>
<p>3. We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.</p> <p>We request an exception for:  Product Category: Search Tools  Product Name: Identity Search Server  Version: 2.7  Release Date: October 2006</p>	<p>Approved</p>
<p>4. We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.</p> <p>We request an exception for:  Product Category: Section 508 Compliance  Product Name: JAWS Professional  Version: 8.0  Release Date: November 2006</p>	<p>Approved</p>
<p>5. We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.</p> <p>We request an exception for:</p>	<p>Denied</p>

	Product Category: Enterprise Service Bus (Oracle SOA Suite) Product Name: Enterprise Service Bus Version: 10.1.3 Release Date: Unknown	
6.	We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.  We request an exception for: Product Category: Spell Checker and Rich Text Formatting Product Name: FCKEditor Version: 2.0.3 Release Date: Unknown	Approved
7.	We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.  We request an exception for: Product Category: Integrated Development Environment Product Name: Eclipse Version: 3.3 (Europa) Release Date: June 29, 2007.	Denied.  The State's standard development tool for this functionality is Rational Application Developer (RAD) for Websphere.
8.	We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.  We request an exception for: Product Category: Java Application Framework Product Name: Struts Version: 2.0.9 Release Date: July 24, 2007	Approved
9.	We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.  We request an exception for: Product Category: Web Service Security Product Name: WSS4J Version: 1.5.0 Release Date: September 2, 2007	Denied.  The open source version of this tool cannot be proposed. The Proposer must use one of the State's standard Java Application Servers identified in RFP Attachment 6.11, Sections 6.11.3.1 or 6.11.3.2, which includes this open source functionality.
10.	We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.  We request an exception for: Product Category: Application Debugging Product Name: log4j	Denied.  The open source version of this tool cannot be proposed. The Proposer must use one of the State's standard Java Application Servers identified in RFP Attachment 6.11, Sections 6.11.3.1 or 6.11.3.2, which includes this open source functionality.

Version: 1.2.15 Release Date: August 28, 2007	
11. We request an [sic] that the following be added to the State's list of standard products included in the Tennessee Information Resources Architecture, which is attachment L of the RFP for Tennessee SACWIS.  We request an exception for: Product Category: SOAP Engine Product Name: Axis 2.0 Version: 1.3 Release Date: August 13, 2007	Denied.  The open source version of this tool cannot be proposed. The Proposer must use one of the State's standard Java Application Servers identified in RFP Attachment 6.11, Sections 6.11.3.1 or 6.11.3.2, which includes this open source functionality.
12. If any of the exception requests above have been rejected, please provide a specific reason for the rejection and the alternative state standard product that you would like us to use to provide for the functionality described in the exception request.	If the exception request is denied and an alternative State standard product is available, it is identified in the State's answer for each individual request above.  See RFP Attachment 6.11, Section 6.11.6.1 for further information on proposals that include non-State standard product(s), which were not submitted to the State as a Written Comments and approved as an exception.
13. What is the expected growth in the number of users of TN SACWIS over the next 5 years?	The State does not anticipate any significant increase in the number of users until the new SACWIS system is implemented. At that time, there will be approximately 1,200 Private Providers who will have on-line access to fill out required forms/reports that will be submitted to the State for review and approval.
14. Please provide a breakdown of the number of users on the various types of networks deployed within the state.	All State users have access to the wide area network (Tennessee Information Infrastructure). Information on the TNII and performance statistics can be found at <a href="http://www.tnii.net/default.aspx">http://www.tnii.net/default.aspx</a> .  The objective of this procurement however, is to develop and implement a new SACWIS web-based system. The State does not deem providing a breakdown of users by type of network as necessary for the Proposer to respond to this RFP.
15. What is the current volume of data that requires data conversion from the 14 identified systems? This information is required for storage planning.	TNKIDS - (Oracle) 120 GB FoxPro apps (Contracts, Putative Father, Medical Claims, Student Accounting) - approx. 275 GB  Web Apps - Oracle (Serious Incident Reporting, Random Moment Sample, Critical Incident, Perm Support, Functional Assessment, Relative Caregiver) - approx. 5 GB  TNKids Financials - (Oracle) 7.1 GB CANS (Oracle / under development) CHIPFINS (DB2) – 55 GB
16. Please provide usage statistics for the current TNKIDS application.	Specific usage statistics for the current TNKIDS application are not available. However, please see the response to Question 48 below for peak intake per hour and investigations processed per day.
17. What is the pre-user bandwidth utilization for users on TNKIDS?	This information is not available. The pre-user bandwidth utilization for users of TNKIDS could only

	<p>be obtained on a site-by-site evaluation. The State does not deem this information necessary for the development of a response by the Proposer.</p> <p>However, information on the bandwidth size of the TNII for various nodes can be found at <a href="http://www.tnii.net/default.aspx">http://www.tnii.net/default.aspx</a>.</p>
18. Please provide an analysis of the current inbound/outbound traffic utilization on the LAN and WAN links that were identified in the Network Overview diagram provided by the state.	It would be a monumental task to assimilate this data, which the State does not deem necessary for the development of a response by the Proposer.
19. Please provide an analysis of the current average response times for the state's LAN and WAN for TNKIDS.	The objective of this procurement is to develop and implement a new SACWIS system. The State does not deem providing the current average response times as necessary for the Proposer to respond to this RFP.
20. Will TN SACWIS be required to support dial-up access for users accessing the application inside the firewall?	All connections inside the firewall would be by network connection thus dialup would not be a factor.
21. Can the state provide a Health Analysis of the devices that support TNKIDS?	This information is not available. The State does not deem providing a Health Analysis of the devices that support the legacy TNKIDS as necessary for the Proposer to respond to this RFP.
22. What type of VPN is utilized in the current TNKIDS network?	The VPN utilized is SRAVPN (Cisco).
23. The state standard product list does not list anything to support Reverse Proxies. What different types of load balancing or caching equipment are use [sic] by the state for optimized performance and better response time to end-users in the currently deployed framework?	Alteon load balancers
24. Please provide a representative architecture for each of the various Security Zones (externally controlled, uncontrolled, restricted, internally controlled, and secured) identified in the existing framework. This is required for security planning.	The State practices an n-tier style security architecture based on the concept of least privilege. Access is denied unless explicitly permitted. The security architecture is not limited to the network infrastructure components. The State stresses heavily on the usage of application level security controls as well. At a minimum there will be two security zones, protected and DMZ. All zones are controlled by the State. Access between agencies will be negotiated as needed and implemented according to the enterprise security policies.
25. Please provide the distribution of users in the various Security Zones.	This configuration will depend on the proposed solution.
26. Please provide the various roles and responsibilities in the existing security deployment architecture that are applicable for the various Security Zones.	Developer remote access to production servers is prohibited. The State supports the hosting infrastructure.
27. Is there a difference between the Executive Steering Committee and the Project Steering Committee? RFP page 161 Org Chart shows the Executive Steering Committee and Page 162 refers to SACWIS Project Steering Committee. Also, the	There is no difference. The project steering committee is an executive level committee comprised of senior leadership from the Departments of Finance and Administration and Children's Services.

	DCS OIS Executive Director is staff to the SACWIS Steering Committee. Would that be Executive or Project?	
28.	Is it correct that any exceptions are due on Oct 8, 2007, 4:00, the same day the second round of questions must be submitted? Additionally, can we submit one comprehensive document requesting all of our exceptions, or shall we prepare a separate request for each exception?	<p>Yes, any exceptions were due on Monday, October 8, 2007.</p> <p>The exceptions could have been sent in either form referenced in your email (i.e., comprehensive document or separate request for each exception). Whatever form was used, it needed to be clear what the exception was and the required documents were attached.</p>
29.	<p>Attached are the exceptions to the hardware and software requirements from [Vendor]. We appreciate your time and consideration.</p> <p>[Vendor's] Exception Request to State (TN) Standards, Hardware &amp; Software:</p> <p><b>Product Category:</b> Portal Applications</p> <p><b>Product Name:</b>  Siebel Public Sector eService  Siebel Partner Manager  Siebel Service Provider Portal</p>	Approved
30.	<p><b>Product Category:</b> Case Management</p> <p><b>Product Name:</b>  Siebel Public Sector CRM Base  Siebel Dynamic Catalog  Siebel Quotes  Siebel Customer Order Management Administration Server  Siebel SmartScripts for Customers  Siebel SmartScript</p>	Approved
31.	<p><b>Product Category:</b> Computer Telephony</p> <p><b>Product Name:</b>  Oracle Contact Center Anywhere  Siebel CTI</p>	<p>Denied.</p> <p>The State currently has a standard of Perimeter I3 Call center platform that provides the same functionality, including CTI.</p>
32.	<p><b>Product Category:</b> Mobile Applications</p> <p><b>Product Name:</b>  Siebel Remote Client  Siebel Handheld  Siebel Wireless</p>	Approved
33.	<p><b>Product Category:</b> COTS Development Tool</p> <p><b>Product Name:</b>  Siebel Tools  PeopleTools</p>	Approved
34.	<p><b>Product Category:</b> Data Management/Quality</p> <p><b>Product Name:</b>  Oracle Customer Hub B2C  Oracle Case Hub  Oracle Activity Hub B2C  Siebel Data Quality  Siebel Data Quality Matching Server  Oracle Customer Hub Data Steward</p>	Denied

Oracle Product Hub	
35. <b>Product Category:</b> Search <b>Product Name:</b> Oracle Secure Enterprise Search (SES) Oracle Secure Enterprise Search Connector	Approved
36. <b>Product Category:</b> Data Backup/Recovery <b>Product Name:</b> Oracle Secure Backup	Denied
37. <b>Product Category:</b> Interface/Development Tools <b>Product Name:</b> Internet Application Server EE SOA Suite for Oracle Middleware Oracle Web Services Manager Configuration Management Pack for Internet Application Server Diagnostics Pack for Internet Application Server	The following tools are denied: SOA Suite for Oracle Middleware Oracle Web Services Manager  The following tools are approved: Internet Application Server EE Configuration Management Pack for Internet Application Server Diagnostics Pack for Internet Application Server
38. <b>Product Category:</b> Business Intelligence <b>Product Name:</b> Siebel Case Analytics – (Business Intelligence Oracle Business Intelligence Suite, Enterprise Edition Plus) Informatica OEM PowerCenter ETL Server Data Warehouse Business Adaptor for Siebel Siebel Case Management Analytics Siebel Benefits Management Analytics Contact Center Telephony Analytics Siebel Case Analytics – (Business Intelligence Business Intelligence Applications Consumer)	Denied
39. <b>Product Category:</b> Query/Reporting <b>Product Name:</b> Siebel Reports (Actuate)	Denied
40. <b>Product Category:</b> Directory Services <b>Product Name:</b> Oracle Access Manager Oracle Identity Manager	Denied
41. <b>Product Category:</b> Data Transmission Encryption Methods <b>Product Name:</b> Oracle Advanced Security	Approved
42. <b>Product Category:</b> Testing Tools <b>Product Name:</b> Mercury Testing Tools	Denied.  The Proposer must use the State's standard Compuware Testing Tools identified in RFP Attachment 6.11, Section 6.11.3.3.
43. Does the State presently utilize a grants management tool? a. If so, what is the tool? b. Could the State provide a general overview of the tool's functionality and architecture to include, interfaces, types of grants received, principal user types, and number of users?	As mentioned in the RFP, the State is currently implementing a grants management tool in the Edison system. People Soft is the grants management tool used by the State. Please see Contract Section A.17.e. for further details.

<p>44. Does the State expect Providers to be able to “self serve”?</p> <p>a. If so, given the response to #184 in Amendment 3, what method of access is required for providers?</p>	<p>The State is unsure what the vendor means by the term “self serve”. If the vendor intends “self serve” to mean that private providers will have access to the SACWIS to fill out required forms and submit them to the State for review and approval then the answer is yes.</p> <p>As noted in the requirements, the SACWIS will be web-based and accessible via the internet. Access to SACWIS does not require connecting through the State Service Portal.</p>
<p>45. Is SSMS expected to be a conversion point or an interface?</p>	<p>SSMS data is currently archived in the Remedy application, read only. Users must log into Remedy in order to access that data. SSMS data will not be converted into SACWIS. Providing the SACWIS user with some means of accessing Remedy from within the SACWIS is acceptable.</p>
<p>46. Reference: Attachment B, Acceptable Use Agreement: Will the State accept that the prime and its subcontractors will take the responsibility for circulating the contract requirements to consultants and obtaining assurances from each consultant that they understand and will abide by the contract requirements? As such, the prime can sign the Attachment B as the liable party for each consultant.</p>	<p>Contract Section E.21 requires all contractor personnel, accessing the State network, to sign the Policy format. Therefore, each contractor (person) who works on the contract and accesses the State network must sign Contract Attachment B rather than one person on behalf of a prime or subcontractor.</p>
<p>47. The Answer to Question 93, Amendment 3, provides a revised requirement. The revised requirement stated that liquidated damages are assessed from go live until the end of the contract. After the warranty period, the Offeror assumes that the State can be making enhancements to the system for various reasons which will be outside the contractor's control or make changes to the hardware or system software configurations. In making these enhancements or hardware and system software changes, it is possible for the State to change the application or degrade system performance in such a way as to make certain functions of the application noncompliant with the liquidated damages performance areas in Attachment T. At that point, such noncompliance would be outside the contractor's control. Would the State remove the assessment of liquidated damages after the warranty period?</p>	<p>As stated in Contract Attachment T, Liquidated Damages are from 30 days from go-live to the end of the contract; however, the State agrees to add language to Contract Attachment M, Section M.2.6.F</p> <p>Please see Section C below.</p>
<p>48. The State reports that more than 100 children are reported abused or neglected in Tennessee per day. What is the peak intake period per hour? How quickly must intake and referrals be processed? What is the peak number of total investigations per day?</p>	<p>Peak intake/referral hours at Central Intake are at 10:00 am and at 2:00 pm. From April 1, 2007- October 1, 2007, Central Intake received approximately 7,500 calls total during those two hour periods in the day.</p> <p>In 2006, 65,036 new investigations were created from intakes/referrals reported to Central Intake. The maximum number of investigations created on any single day in 2006 was 540 (11/13/2006). As of 10/11/2007, 49,603 new investigations have been created.</p> <p>CPA Intakes/Referrals must be processed upon receipt in order to distribute the information as</p>



	quickly as possible to investigative staff in the counties. Each intake/referral is assigned a Response Priority that dictates the minimum amount of time that can pass before the investigator must respond to the referral. Response Priorities range from 2 hours (P1) to 5 days (P3). Because of these time frames, Central Intake staff enter the referral/intake into the system while on the phone with the reporter. If the report meets criteria for investigation, it is immediately submitted to the appropriate county for processing. Investigators have 60 days, from the time the referral is assigned to them to complete the investigation.
49. Would the State please define the specific criteria for a critical functional deficiency vs. a non-critical functional deficiency as references [sic] in the Attachment T performance areas (please see question 93, Amendment 3, Attachment T changes)?	Refer to Contract Attachment M.2.6.B (Defect Management) which states: "A critical issue is defined as a system failure that blocks completion of a business transaction or corrupts business data and has no workaround."
50. We are submitting Compuware Optimal Trace and Compuware OptimalJ to the State of Tennessee for your review and approval prior to the submission of our proposal to eliminate risk of disqualification for proposing these products.	This question was submitted during the first round of Written Comments and was denied.  After further consideration, the State has revised its decision and the exception request to use Compuware Optimal Trace and Compuware Optimal J is approved.

- C. INFORMATIONAL NOTE:** In the Written Comments contained herein and those contained in Amendment 3, the State noted several questions/comments indicating the vendors' concerns about their exposure to contractual damages. Due to the special circumstances surrounding this complex contract, the State is attempting to mitigate these concerns by amending the pro forma Contract to lower the Limitation of Liability cap to make it equal to the Contract Maximum Liability. Please see the amended language for pro forma Contract Section E.20, in Item E below.
- D. Add the following as Contract Attachment M, Section M.2.6.F and renumber any subsequent sections as necessary:**
- F. If the "critical" issues/discrepancies are not resolved in the specified time stated in Contract Attachment T, liquidated damages may be assessed unless, at the State's sole determination, there are factors outside the Contractor's control, such as the State's infrastructure, that are the cause.
- E. Delete Contract Section E.20 in its entirety and insert the following in its place:**
- E.20. Limitation of Liability. The parties agree that the total liability of the Contractor for breach of this Contract shall not exceed one (1) times the value of this Contract. The value shall be established by the Contract Maximum Liability in Section C.1 and increased by subsequent amendments if any. The foregoing provision shall not limit the Contractor's liability for intentional torts, criminal acts or fraudulent conduct.